



PROMOTIONAL EXAMINATION FOR CALIFORNIA STATE EMPLOYEES

OFFICE SERVICES SUPERVISOR II (GENERAL)

DEPARTMENTAL PROMOTIONAL FOR: CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

POSITIONS EXIST	Sacramento, Oakland, Fresno, Los Angeles, and San Diego
WHO SHOULD APPLY	<i>Competition limited to State Employees only.</i> Applicants must have a permanent civil service appointment with the Department listed above as of the final filing date, in order to take this examination. <i>(See General Information for exceptions to this requirement.)</i>
HOW TO APPLY	Applications (STD 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, Sacramento, CA 95814, or mailed to the California Department of Social Services, Personnel Bureau, Examination Unit, P.O. Box 944243, Sacramento, CA 94244-2430. Applications received without an Examination Title will be returned. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.
CROSS FILE - TWO CLASSES	If you meet the entrance requirements for this class and for the Office Services Supervisor III (General) , which has the same final filing date, you may file for both examinations on the same application.
FINAL FILING DATE	FINAL FILING DATE: OCTOBER 26, 2005 Applications (STD 678) must be P O S T M A R K E D no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements.
REQUIRED IDENTIFICATION	NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
SALARY RANGE	\$2759 - \$3355
QUALIFICATION APPRAISAL INTERVIEW	It is anticipated that interviews will be held in December 2005/January 2006. Ordinarily, these are scheduled in Sacramento, Oakland, Fresno, Los Angeles and San Diego. However, locations of interviews may be changed as conditions warrant.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

OFFICE SERVICES SUPERVISOR II (GENERAL)
CA38 - 1150

FINAL FILING DATE: OCTOBER 26, 2005
EXAM CODE: 5BP7501

**ELIGIBLE LIST
INFORMATION**

A departmental promotional eligible list will be established for the Department listed. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

NOTE: ALL APPLICANTS MUST MEET THE EDUCATION AND/OR EXPERIENCE REQUIREMENTS FOR THIS EXAMINATION BY THE FINAL FILE DATE. IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU MEET THE MINIMUM QUALIFICATIONS. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE BASIC QUALIFICATIONS REQUIRED.

Qualifying experience may be combined on a proportionate basis. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**MINIMUM
QUALIFICATIONS****Either I**

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

In meeting the requirements under the II pattern, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

**ADDITIONAL
DESIRABLE
QUALIFICATIONS**

Education: Equivalent to completion of the twelfth grade.

**POSITION
DESCRIPTION**

An Office Services Supervisor II (General) is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

**EXAMINATION
INFORMATION**

This examination will consist of a qualifications appraisal interview weighted 100%. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

QUALIFICATIONS APPRAISAL - WEIGHTED 100%**Scope:****A. Knowledge of:**

1. Modern office methods, supplies and equipment.
2. Business English and correspondence.
3. Principles and techniques of effective supervision and training.
4. Departments Equal Employment opportunity (EEO) Program objectives.
5. A supervisor's role in the EEO Program and the processes available to meet EEO objectives.

(CONTINUED ON THE NEXT PAGE)

**EXAMINATION
INFORMATION
(CONTINUED)****B. Ability to:**

1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations.
2. Follow directions.
3. Evaluate situations accurately and take effective action.
4. Read and write English at a level required for successful job performance.
5. Make clear and comprehensive reports and keep difficult records.
6. Meet and deal tactfully with the public.
7. Apply specific laws, rules, and office policies and procedures.
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.
9. Communicate effectively.
10. Work independently.
11. Modify established procedures and methods to meet changing needs.
12. Plan, organize, direct, and supervise the work of a medium-sized group.
13. Effectively contribute to the department's equal employment opportunity objectives.

**VETERANS
PREFERENCE**

Veterans preference credit is not granted in promotional examinations.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 or CALNET 437-1762 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the bulletin.

If you meet the requirements stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Social Services and the State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, Oakland, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

(CONTINUED ON THE REVERSE SIDE)

GENERAL INFORMATION (CONTINUED)

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an optional oral presentation is conducted, in addition to the scope described on the this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

P. O. BOX 944243

SACRAMENTO, CA 94244-2430

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929

From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457 CALNET 453-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.